

Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062
1-855-242-0802



VIA EMAIL ONLY

March 20, 2017

Ms. Stacy Guidry
Medicaid Program Manager
State of Louisiana
Department of Health

RE: Notice of Action #: AET2-08
Pharmacy External Claims Dispute Resolution

Dear Stacy:

This is in response to the Notice of Action received by Aetna Better Health of Louisiana on March 10, 2017 regarding Pharmacy External Claims Dispute Resolution.

The notice indicated that Aetna's PBM, CVS/Caremark, had failed to adjust the price on file for drugs that were subject to the Myers and Stauffer appeals process and determined to be unreasonable for the weeks of 10/6/16, 12/8/16, 12/15/16, 12/29/16, 1/19/17 and 2/9/17.

CVS/Caremark has retroactively reversed and reprocessed all claims filed for the drugs in the weekly reports referenced above to ensure that they have been processed correctly at the adjusted price on file for drugs that were subject to the Myers & Stauffer appeals process. This process was completed on 3/19/2017. Pharmacy claims that previously did not receive the Myers & Stauffer approved amount have been issued a credit which will appear on the pharmacies' remittance. Pharmacies impacted in this analysis will see adjustments on their next remittance advice.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Richard C. Born". The signature is written in a cursive, flowing style.

Richard C. Born

cc: Sue Fontenot
Jen Steele
Kim Sullivan
Melwyn Wendt
Wayne Camp
Ted Cummings